Appendix 4 to
Tenth Amendment of Master
Services Agreement

Attachment 3-A
Service Levels Matrix

January 15, 2021

Attachment to Managed Security Services Service Component Provider Master Services Agreement

DIR Contract No. DIR-MSS-SCP-001

Between

**The State of Texas, acting by and through
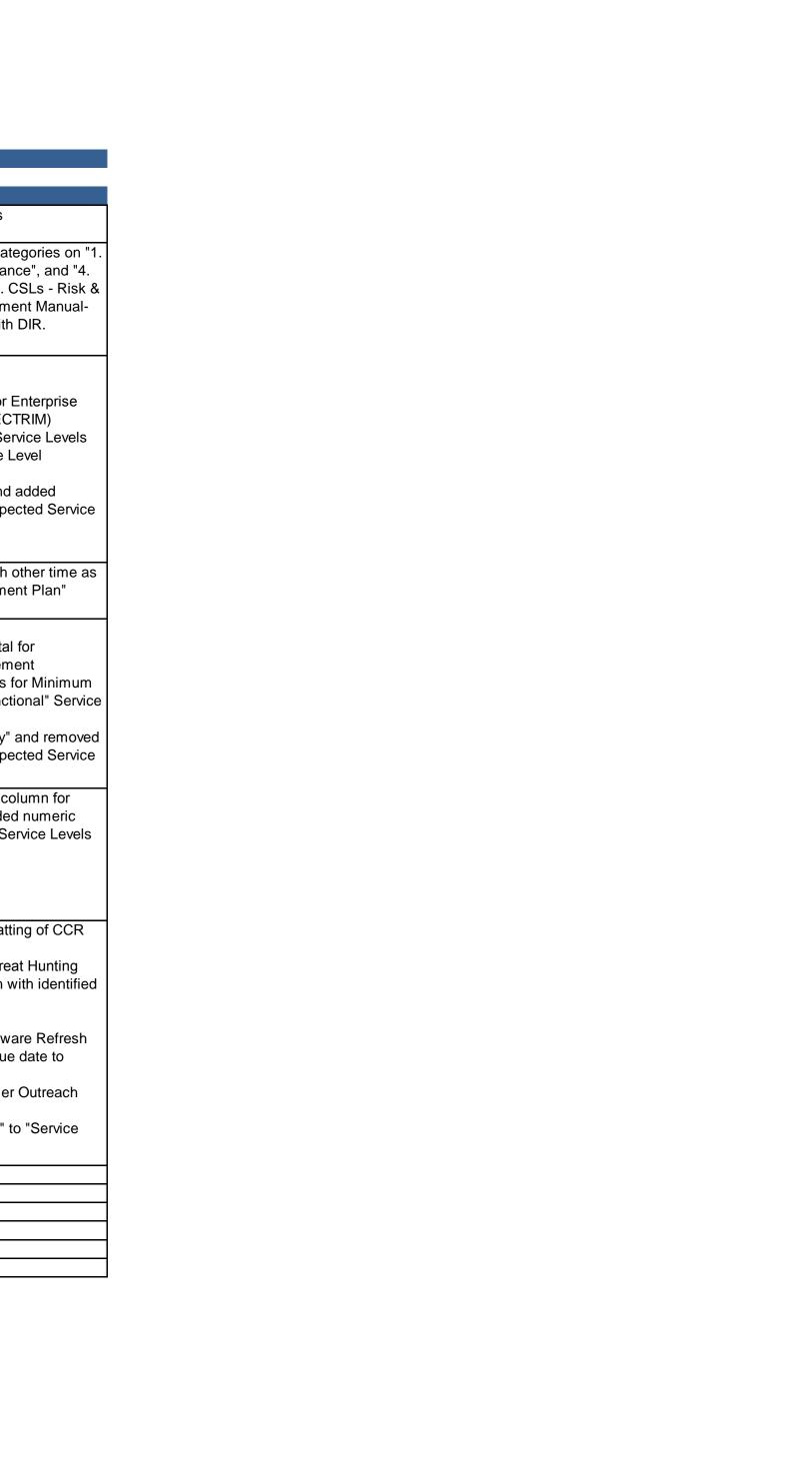the Texas Department of Information Resources**

and

AT&T Corp.

**Attachment 3-A
Service Level Matrix**

January 15, 2021

Change Log			
CCR	Amendment	Date	Description of Change
CCR-000271	N/A	23-Jan-18	Tab 5: Added one-time deliverables and updated due dates Tab 6: Updated the final due date on B2
CCR-000282	N/A	23-May-18	Changed Title Page date. Corrected Service Component categories on "1. CSLS - Monitor & Device Mgmt", "3. CSLs - Risk & Compliance", and "4. Key Measures". Corrected misspelled word "Mobiel" on "3. CSLs - Risk & Compliance". Revised Final Due Date for Service Management Manual-Delivery III on "5. One Time Deliverables" per discussion with DIR.
CCR-000350	Amendment 4	6/26/2019	1. Added Appendix Cover Page 2.Tab "CSLs - Risk & Compliance": a) Adds Service Area column for "DIR's Statewide Portal for Enterprise Cybersecurity Threat, Risk and Incident Management (SPECTRIM) system" and added numeric measurements for Minimum Service Levels and Expected Service Levels for "Cross Functional" Service Level Category. b) Adds Service Level Category "Application Availability" and added numeric measurements for Minimum Service Level and Expected Service Level. c) Corrects misspelled word "Vulnerabilities" in Cell I17.
CCR-000392	N/A	5/26/2020	Tab 6 "Recurring Deliverables": added language "or as such other time as mutually agreed to" for the Customer Satisfaction Improvement Plan"
CCR-000419	Amendment 7	8/10/2020	Tab "CSLs - Risk & Compliance": a) Removes Service Area column for "DIR's Statewide Portal for Enterprise Cybersecurity Threat, Risk and Incident Management (SPECTRIM) system" and removed numeric measurements for Minimum Service Levels and Expected Service Levels for "Cross Functional" Service Level Category. b) Removes Service Level Category "Application Availability" and removed numeric measurements for Minimum Service Level and Expected Service Level.
CCR-000437	Amendment 8	10/23/2020	• Tab "CSLs - Monitor & Device Mgmt": Adds Service Area column for Endpoint Detection and Response (EDR) Services and added numeric measurements for Minimum Service Levels and Expected Service Levels for "Cross Functional" Service Level Category.
CCR-000XXX	Amendment 10	1/15/2021	• Tab "Change Log" Column B, Rows 5-9 - Corrected formatting of CCR numbers • Tab "CSLs - Monitor & Device Mgmt": Adds Advanced Threat Hunting One-Time Scan and Advanced Threat Hunting Subscription with identified CSLs • Tab 6 "Recurring Deliverables" - Administrative changes: - Revised deliverable name of "Annual Equipment and Software Refresh Plan" to "Annual Technology Refresh Plan" and changed due date to "Annually" - Revised name of "Outreach and Growth Plan" to "Customer Outreach Plan" - Revised name of "Service Management Manual Currency" to "Service Management Manual Currency - Quarterly Report"

INTRODUCTION

The Key Measurements included in this **Attachment 3-A** and referenced below represent all of the Service Levels for all Managed Security Services (MSS) service areas.

This Attachment 3-A to Exhibit 3, Service Levels, sets forth the following:

1. For Critical Service Levels (per Attachment 3-B, Service Level Definitions-Tools-Methodologies):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the Performance Category and the associated Key Measurement can be found

2. For Key Measurements (per Attachment 3-B, Service Level Definitions-Tools-Methodologies):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the Performance Category and the associated Key Measurement can be found

3. One Time Deliverables (per Attachment 3-C, Critical Deliverables):

- one time deliverables list

4. Recurring Deliverables (per Attachment 3-C, Critical Deliverables):

- recurring deliverables list

Critical Service Level Matrix - Managed Security Services - Security Monitoring & Device Management

At-Risk Amount	10%
Pool Percentage Available for Allocation	100%

ServiceArea(s)

Endpoint Management Services	Endpoint Detection and Response (EDR) Services	IDS/IPS	HIPS	Firewalls	Web Application Firewalls	SIEM	Threat Research	MDS/MPS	SOC Services	Advanced Threat Hunting One-Time Scan	Advanced Threat Hunting Subscription	Ref	Service Level Categories	Comm + mos[(1)]	Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice

Endpoint Management Services	Endpoint Detection and Response (EDR) Services	IDS/IPS	HIPS	Firewalls	Web Application Firewalls	SIEM	Threat Research	MDS/MPS	SOC Services	Advanced Threat Hunting One-Time Scan	Advanced Threat Hunting Subscription	Ref	Cross-Functional		Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
													Allocation of Pool Percentage:	30%						
X	X	X	X	X	X	X	X	X	X	X	X	1.1.11	Solution Proposal Delivery	0	98.00%	95.00%	Monthly	CSL	28.00%	0.84%
X	X	X	X	X	X	X	X	X	X	X	X	1.1.12	Solution Implementation	0	98.00%	95.00%	Monthly	CSL	28.00%	0.84%
X	X	X	X	X	X	X	X	X	X	X	X	1.1.13	Invoice Dispute Resolution	0	96.00%	93.00%	Monthly	CSL	20.00%	0.60%
X	X	X	X	X	X	X	X	X	X	X	X	1.1.14	Report Delivery	0	98.00%	95.00%	Monthly	CSL	24.00%	0.72%
																	Checksum ->		100.00%	

Endpoint Management Services	Endpoint Detection and Response (EDR) Services	IDS/IPS	HIPS	Firewalls	Web Application Firewalls	SIEM	Threat Research	MDS/MPS	SOC Services	Advanced Threat Hunting One-Time Scan	Advanced Threat Hunting Subscription	Ref	Service Management		Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
													Allocation of Pool Percentage:	70%						
X	X	X	X	X	X	X		X		X	X	1.1.16	Implement New Filters/Signatures	0	98.00%	95.00%	Monthly	CSL	15.00%	1.05%
X	X	X	X	X	X	X		X		X	X	1.1.17	Resolution Time - Sev 1 Managed Device Platinum Tier	0	98.00%	95.00%	Monthly	CSL	14.00%	0.98%
X	X	X	X	X	X	X		X		X	X	1.1.18	Resolution Time - Sev 1 Managed Device Gold Tier	0	98.00%	95.00%	Monthly	CSL	14.00%	0.98%
X	X	X	X	X	X	X		X		X	X	1.1.19	Managed Device Availability - Platinum Tier Availability	0	99.99%	99.99%	Monthly	CSL	14.00%	0.98%
X	X	X	X	X	X	X		X		X	X	1.1.20	Managed Device Availability - Gold Tier Availability	0	99.80%	99.00%	Monthly	CSL	14.00%	0.98%
X	X	X	X	X	X	X		X		X	X	1.1.21	Patch Compliance - Managed Device	0	98.00%	95.00%	Monthly	CSL	15.00%	1.05%
X	X	X	X	X	X	X		X		X	X	1.1.23	Managed Device Outage Notification	0	98.00%	95.00%	Monthly	CSL	14.00%	0.98%
																	Checksum ->		100.00%	

Notes:
(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default

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Critical Service Level Matrix - Managed Security Services - Incident Response

At-Risk Amount		10%
Pool Percentage Available for Allocation		100%

ServiceArea(s)

Incident Management	Digital Forensics	Response Preparedness	Ref	Service Level Categories	Comm + mos[1]	Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice

Incident Management	Digital Forensics	Response Preparedness	Ref	Cross-Functional		Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
				Allocation of Pool Percentage:	30%						
X	X	X	1.1.11	Solution Proposal Delivery	0	98.00%	95.00%	Monthly	CSL	28.00%	0.84%
X	X	X	1.1.12	Solution Implementation	0	98.00%	95.00%	Monthly	CSL	28.00%	0.84%
X	X	X	1.1.13	Invoice Dispute Resolution	0	96.00%	93.00%	Monthly	CSL	20.00%	0.60%
X	X	X	1.1.14	Report Delivery	0	98.00%	95.00%	Monthly	CSL	24.00%	0.72%
									Checksum ->	100.00%	

Incident Management	Digital Forensics	Response Preparedness	Ref	Service Management		Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
				Allocation of Pool Percentage:	70%						
X	X		1.1.26	Time to Deliver Staff (qualified and screened) Remotely	0	98.00%	95.00%	Monthly	CSL	65.00%	4.55%
X	X		1.1.27	Time to Deliver Staff (qualified and screened) Onsite	0	98.00%	95.00%	Monthly	CSL	35.00%	2.45%
									Checksum ->	100.00%	

Notes:
(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default

Critical Service Level Matrix - Managed Security Services - Risk & Compliance

At-Risk Amount	10%
Pool Percentage Available for Allocation	100%

Service Area(s)													
Penetration Testing	Risk Assessment	Cloud Compliance	Vulnerability Scanning	Web Application Scanning	Web Site & Mobile Device WAVS and Pen Test	Ref	Service Level Categories	Comm + mos[1]	Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice

Penetration Testing	Risk Assessment	Cloud Compliance	Vulnerability Scanning	Web Application Scanning	Web Site & Mobile Device WAVS and Pen Test	Ref	Cross-Functional		Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
							Allocation of Pool Percentage:	30%						
X	X	X	X	X	X	1.1.11	Solution Proposal Delivery	0	98.00%	95.00%	Monthly	CSL	28.00%	0.84%
X	X	X	X	X	X	1.1.12	Solution Implementation	0	98.00%	95.00%	Monthly	CSL	28.00%	0.60%
X	X	X	X	X	X	1.1.13	Invoice Dispute Resolution	0	96.00%	93.00%	Monthly	CSL	20.00%	0.72%
X	X	X	X	X	X	1.1.14	Reporting Timeliness	0	98.00%	95.00%	Monthly	CSL	24.00%	0.72%
												Checksum ->	100.00%	

Penetration Testing	Risk Assessment	Cloud Compliance	Vulnerability Scanning	Web Application Scanning	Web Site & Mobile Device WAVS and Pen Test	Ref	Service Management		Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
							Allocation of Pool Percentage:	70%						
X	X	X	X	X	X	1.1.28	Notification of Critical /High Risk Vulnerabilities to Customer	0	98.00%	95.00%	Monthly	CSL	100.00%	7.00%
												Checksum ->	100.00%	

Notes:
(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default

Key Measurement Matrix - Managed Security Services

Service Component									
Security Monitoring & Device Management	Incident Response	Risk and Compliance	Ref	Service Level Categories	Comm + mos[1]	Expected (ESL)[2]	Minimum (MSL)[3]	Measurement Window	SLA Type

Security Monitoring & Device Management	Incident Response	Risk and Compliance	Ref	Incident and Problem	Comm + mos[1]	Expected (ESL)[2]	Minimum (MSL)[3]	Measurement Window	SLA Type
X	X	X		Root Cause Analysis Delivery	0	98.00%	96.00%	Monthly	KM
X	X	X		Corrective Actions	0	98.00%	95.00%	Monthly	KM
X	X	X		Resolution Time - Sev 1/2/3/4	0	98.00%	95.00%	Monthly	KM

Security Monitoring & Device Management	Incident Response	Risk and Compliance	Ref	Cross Functional	Comm + mos[1]	Expected (ESL)[2]	Minimum (MSL)[3]	Measurement Window	SLA Type
X	X	X		Service Request Fulfillment	0	95.00%	90.00%	Monthly	KM
X	X	X		Change Management Effectiveness	0	96.00%	93.00%	Monthly	KM

Notes:

(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance.

(2) ESL will have the same meaning as Expected Service Level.

(3) MSL will have the same meaning as Minimum Service Level.

One-Time Deliverables

Attachment 3-C Section Reference	One-Time Deliverable Description		Final Due Date[1]	Acceptance Review Period	Deliverable ($s)[2]	Frequency Credit Applies	An "x" indicates the Service Component a One-Time Deliverable will apply to[2]		
							Security Monitoring and Device Management Services	Incident Response Services	Risk and Compliance Services
A.1	Day 1 Readiness Plan		January 25, 2018	30 days after final due date	$10,000	monthly	X	X	X
A.2	Service Management Manual- Delivery I		January 12, 2018	30 days after final due date	$10,000	monthly	X	X	X
A.2	Service Management Manual- Delivery II		January 31, 2018	30 days after final due date	$10,000	monthly	X	X	X
A.2	Service Management Manual- Delivery III		June 29, 2018	30 days after final due date	$10,000	monthly	X	X	X
A.3	New Customer Integration Plan		January 31, 2018	30 days after final due date	$10,000	monthly	X	X	X
A.4	Technology Plan		January 31, 2018	30 days after final due date	$10,000	monthly	X	X	X
A.5	Outreach and Growth Plan		January 31, 2018	30 days after final due date	$10,000	monthly	X	X	X
A.6	Operating Level Agreements - Final		February 15, 2018	45 days after final due date	$10,000	monthly	X	X	X

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description		Final Due Date[1]	Acceptance Review Period	Deliverable ($s)[2]	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to[2]		
							Security Monitoring & Device Management Services	Incident Response Services	Risk and Compliance Services
B.1	Annual Technology Plan and Roadmap		Annually	30 days after final due date	$10,000	monthly	X	X	X
B.2	Annual Technology Refresh Plan		Annually	30 days after final due date	$10,000	monthly	X	X	X
B.3	Service Management Manual Currency - Quarterly Report		Quarterly	30 days after final due date	$10,000	monthly	X	X	X
B.4	Customer Satisfaction Improvement Plan		Three (3) months after completion of Annual Customer Satisfaction Survey, or as such other time as mutually agreed to	30 days after final due date	$10,000	monthly	X	X	X
B.5	Customer Outreach Plan		Annually	30 days after final due date	$10,000	monthly	X	X	X

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component